



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 3629
Examiner Naresh Vig

#8/C
9.16.03
Walden

In Re: Christopher Clemmett MacLeod Beck et al.
Case: P3318D1
Serial No.: 09/801,011
Filed: 03/06/2001
Subject: Interface Engine for Managing Business Processes Within a
Multimedia Communication-Center

To the Commissioner of Patents and Trademarks
Washington, D.C. 20231

Response B

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Dear Sir,

In the claims:

The claims presented for examination are reproduced below. Claim 19 is herein amended in the present response.

C1
19. (Currently Amended) An object-oriented programming tool ~~for use by a programmer in~~ enabled for constructing an Interactive Process Module (IPM) adapted for use interaction with modules of an operating system (OS) for accessing and providing data in a multimedia call center (MMCC), comprising:
a graphical interface comprising an input facility adapted for defining a task, definition including a task identifier, a task description comprising activities